Accreditation Decision and Report

**Decision to re-accredit service following a site audit**

**Service and approved provider details**

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| --- | --- |
| **Name of service:** | Tandara Lodge Hostel |
| **RACS ID:** | 8028 |
| **Name of approved provider:** | Tandara Lodge Community Care Inc |
| **Address details:** | 10 Nightingale Avenue SHEFFIELD TAS 7306 |
| **Date of site audit:** | 10 July 2019 to 12 July 2019 |

**Summary of decision**

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| **Decision made on:** | 12 August 2019 | |
| **Decision made by**: | Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the *Aged Care Quality and Safety Commission Act 2018* to decide under section 41 of the Aged Care Quality and Safety Commission Rules 2018 (Rules) about the accreditation of a service. | |
| **Decision:** | To re-accredit the service under section 41 of the Rules. | |
| **Further period of accreditation:** | 27 September 2019 to 27 September 2022 | |
| **Assessment of performance with the Aged Care Quality Standards** | | |
| Standard 1 Consumer dignity and choice | | Met |
| Standard 2 Ongoing assessment and planning with consumers | | Met |
| Standard 3 Personal care and clinical care | | Met |
| Standard 4 Services and supports for daily living | | Met |
| Standard 5 Organisation’s service environment | | Met |
| Standard 6 Feedback and complaints | | Met |
| Standard 7 Human resources | | Met |
| Standard 8 Organisational governance | | Met |

**This decision is published on the Aged Care Quality and Safety Commission’s (Commission) website under section 48 of the Rules.**

## Introduction

**This is the report of an assessment of Tandara Lodge Hostel (the Service) conducted from 10 July 2019 to 12 July 2019.**

**This assessment was conducted for the purposes of assessing the provider’s performance in relation to the Service against the Aged Care Quality Standards (the Quality Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report details the findings of this performance assessment and contains a detailed report about the performance of the Service against each Quality Standard assessed and the requirements within each Quality Standard assessed rated as either, Met or Not Met.

For a ‘Not met’ finding, the Assessment Team has provided information about why the requirement was Not Met.

This Report is to be read in conjunction with the Standards.

## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

| **Type** | **Number** |
| --- | --- |
| Consumers | 7 |
| Representatives | 1 |
| Hospitality staff | 2 |
| Registered/enrolled nurses | 2 |
| Care staff  Management  Volunteer  Leisure and lifestyle coordinator  Maintenance officer | 3  3  1  1  1 |

## Detailed findings

This section covers information about the assessment of the provider’s performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 1: Consumer dignity and choice Met

#### Consumer outcome:

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

#### Organisation statement:

The organisation has a culture of inclusion and respect for consumers; and supports consumers to exercise choice and independence; and respects consumers’ privacy.

#### Summary of Assessment of Standard 1:

The Assessment Team found that the service has met all six requirements under Standard 1.

Consumer experience interviews showed that 100 % of consumers agreed that staff always treat them with respect. The service uses regular consumer surveys and an anonymous feedback and complaints mechanism to ensure that consumers are satisfied that staff treat them with respect and support them to maintain their identity and live the life they choose.

The service demonstrated that consumers are treated with dignity and respect and the service actively promotes a culture of inclusion. Staff were observed to interact with consumers respectfully and could readily identify consumers’ individual preferences and interests. Consumers described the ways their social and intimate relationships are supported both inside and outside the service. The service promotes the value of culture and diversity through staff training, in the range of activities it offers for consumers with diverse backgrounds and preferences and in delivery of care that is tailored to the person.

Staff provided meaningful examples of how they help consumers make choices, including by giving consumers clear and accurate information and options to inform their choice. Consumers reported that they feel heard when they tell staff what matters to them and that they can make decisions about their life, even when it involves an element of risk.

Consumers report that the service protects the privacy and confidentiality of their information, and that they are satisfied that care and services, including personal care, are undertaken in a way that respects their privacy. Staff gave examples of how they maintain the privacy of consumers and could demonstrate their understanding that consumers receiving personal care can feel vulnerable and what they do to ensure consumers are made to feel respected and comfortable. The service also demonstrated they support the protection of confidential information.

#### Requirements:

##### Standard 1 Requirement (a) Met

Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

##### Standard 1 Requirement (b) Met

Care and services are culturally safe.

##### Standard 1 Requirement (c) Met

Each consumer is supported to exercise choice and independence, including to:  
i) make decisions about their own care and the way care and services are delivered; and  
ii) make decisions about when family, friends, carers or others should be involved in their care; and  
iii) communicate their decisions; and  
iv) make connections with others and maintain relationships of choice, including intimate relationships.

##### Standard 1 Requirement (d) Met

Each consumer is supported to take risks to enable them to live the best life they can.

##### Standard 1 Requirement (e) Met

Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

##### Standard 1 Requirement (f) Met

Each consumer’s privacy is respected and personal information is kept confidential.

### Standard 2: Ongoing assessment and planning with consumers Met

#### Consumer outcome:

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well being.

#### Organisation statement:

The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well being in accordance with the consumer’s needs, goals and preferences.

#### Summary of Assessment of Standard 2:

The Assessment Team found that the service met all five requirements under Standard 2.

Of consumers and representatives randomly interviewed 100% are satisfied with the care provided all or most of the time. Consumers and representatives are satisfied that assessment and care planning occurs in consultation with the consumers and/or representatives and the outcomes are discussed with them. Consumers described in various ways that their care plan is readily available to them.

Staff outlined how they receive and document care information in the consumers’ file. Staff described how consumers and others who contribute to the consumer’s care (including medical practitioners, allied health professionals and representatives) work together to deliver tailored care and services and monitor and review the care as needed. Consumer file review demonstrated that regular reviews occur as per schedule and as needed in consultation with the consumers or representative.

Management confirmed that monitoring occurs through review and analysis of progress notes, adverse events and clinical data. Management said they have implemented the advance care plan as a part of admission assessment and care planning. Consumer surveys are undertaken post admission to the service to ascertain the satisfaction with care and services.

#### Requirements:

##### Standard 2 Requirement (a) Met

Assessment and planning, including consideration of risks to the consumer’s health and well being, informs the delivery of safe and effective care and services.

##### Standard 2 Requirement (b) Met

Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

##### Standard 2 Requirement (c) Met

Assessment and planning:   
i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and   
ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.

##### Standard 2 Requirement (d) Met

The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.

##### Standard 2 Requirement (e) Met

Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

### Standard 3: Personal care and clinical care Met

#### Consumer outcome:

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

#### Organisation statement:

The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well being

#### Summary of Assessment of Standard 3 :

The Assessment Team found that the service met all seven requirements under Standard 3.

Consumer experience interviews showed that 100% of consumers and representative randomly interviewed outlined in various ways consumers always feel safe and get the care they need. Feedback from all the consumers and representatives outlined that care is tailored to their needs and optimises their health and wellbeing.

Staff were able to outline consumers’ needs including those with high impact or high prevalence risks and interventions undertaken to meet their needs. Staff practices demonstrated knowledge of consumers’ needs and infection control. Staff demonstrated an understanding of identifying deterioration in consumers’ health or condition and their response to it. Staff outlined steps they would take for a consumer nearing the end of life. Staff described how information regarding changes in consumer needs are shared both within the organisation and with others outside the organisation.

Review of consumer files demonstrated that care needs are identified with interventions implemented and regular review of care plans is undertaken by staff. Appropriate referrals occur to allied health professionals, medical practitioners and specialist as needed. Clinical audits, indicators and incidents are completed and monitored to ensure needs are being met. Infection control strategies are implemented as needed and monitoring of vaccination levels occurs.

#### Requirements:

##### Standard 3 Requirement (a) Met

Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:   
i) is best practice and   
ii) is tailored to their needs and   
iii) optimises their health and well being.

##### Standard 3 Requirement (b) Met

Effective management of high impact or high prevalence risks associated with the care of each consumer.

##### Standard 3 Requirement (c) Met

The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

##### Standard 3 Requirement (d) Met

Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.

##### Standard 3 Requirement (e) Met

Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 3 Requirement (f) Met

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 3 Requirement (g) Met

Minimisation of infection related risks through implementing:   
i) standard and transmission based precautions to prevent and control infection; and   
ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

### Standard 4: Services and supports for daily living Met

#### Consumer outcome:

I get the services and supports for daily living that are important for my health and well being and that enable me to do the things I want to do.

#### Organisation statement:

The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well being and quality of life.

#### Summary of Assessment of Standard 4 :

Consumer experience interviews showed that 100% of consumers and representative randomly interviewed indicated that consumers get the services they need always or most of the time, and are encouraged to do as much as possible for themselves always or most of the time. Consumers and representatives provided feedback about the supports provide for daily living including ways in which their emotional, spiritual and psychological wellbeing is maintained.

Consumer experience interviews show that 100% of consumers randomly interviewed outlined in various ways that consumers like the food most of the time or always. Consumers and representatives provided feedback that consumers receive meals that are of suitable quality and quantity.

The organisation adequately demonstrated that it makes timely referrals to other organisations and provides safe, suitable, clean and well-maintained furniture. Management confirmed regular maintenance and audits occur to monitor equipment safety and condition.

#### Requirements:

##### Standard 4 Requirement (a) Met

Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well being and quality of life.

##### Standard 4 Requirement (b) Met

Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well being.

##### Standard 4 Requirement (c) Met

Services and supports for daily living assist each consumer to:   
i) participate in their community within and outside the organisation’s service environment; and   
ii) have social and personal relationships; and   
iii) do the things of interest to them.

##### Standard 4 Requirement (d) Met

Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 4 Requirement (e) Met

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 4 Requirement (f) Met

Where meals are provided, they are varied and of suitable quality and quantity.

##### Standard 4 Requirement (g) Met

Where equipment is provided, it is safe, suitable, clean and well maintained.

### Standard 5: Organisation’s service environment Met

#### Consumer outcome:

I feel I belong and I am safe and comfortable in the organisation’s service environment.

#### Organisation statement:

The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 5:

The Assessment Team found that the service met all three requirements under Standard 5.

Of consumers and representatives randomly sampled, 100% confirmed consumers feel at the home most of the time or always and they feel safe at the service.

Consumers reported that:

* The service was clean, well maintained and welcoming.
* They have access to a range of equipment and furnishings and felt safe using them.
* They have access to quite rooms to meet with family and friends and are encouraged to use all areas of the service including the outdoor areas.

The service was observed to be welcoming, clean and well maintained. The layout of the service enabled consumers to move around freely, with suitable furniture and fittings. Consumers have ready access to tidy outdoor areas that enabled free movement around the area.

Management confirmed that the maintenance and cleaning occur as per schedule. Staff could describe maintenance processes and how they report any issues they identify. Cleaning staff were observed to be carrying out their duties within the service.

#### Requirements:

##### Standard 5 Requirement (a) Met

The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

##### Standard 5 Requirement (b) Met

The service environment:   
i) is safe, clean, well maintained and comfortable; and   
ii) enables consumers to move freely, both indoors and outdoors.

##### Standard 5 Requirement (c) Met

Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

### Standard 6: Feedback and complaints Met

#### Consumer outcome:

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

#### Organisation statement:

The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

#### Summary of Assessment of Standard 6:

The Assessment Team found that the service met all four requirements under Standard 6.

Consumer experience interviews show that 100% of consumers and representatives randomly interviewed agreed that staff follow up when they raise things always or most of the time. Consumers were able to describe ways in which to provide feedback.

The organisation demonstrated that consumers know how to give feedback and make complaints. Consumers feel safe and comfortable to provide feedback and have access to advocates of their choice. Staff were aware of processes to document, escalate and report complaints and feedback.

Management said consumers have formal and informal means to make complaints or raise issues. These include an open-door policy, feedback forms with a secure lodgement box, monthly meetings and surveys. Management advised feedback and complaints are analysed and reviewed to highlight systemic issues and use that as opportunity to improve. These are discussed as necessary at staff meetings, executive level and board meetings. Management acknowledged that they are reviewing their system to ensure complaints are managed according to the open disclosure process.

#### Requirements:

##### Standard 6 Requirement (a) Met

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

##### Standard 6 Requirement (b) Met

Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

##### Standard 6 Requirement (c) Met

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

##### Standard 6 Requirement (d) Met

Feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7: Human resources Met

#### Consumer outcome:

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

#### Organisation statement:

The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

#### Summary of Assessment of Standard 7:

Consumer experience interviews showed that 100% of consumers and representatives randomly interviewed agreed that staff were kind and caring always or most of the time. Consumers and representatives spoke positively of the staff and described in various ways how staff interactions are kind, caring and respectful.

Consumer experience interviews showed that 100% of consumers and representatives randomly interviewed agreed that staff know what they are doing always or most of the time. Consumers and representatives interviewed were satisfied with the number of staff at the service.

Staff interviewed confirmed in various ways that they have enough staff and enough time to complete their tasks. Staff could describe what was important to individuals and were able to describe care that was respectful and that they were confident to report any care that was not meeting this requirement.

Management demonstrated monitoring processes to ensure that the service has sufficient, skilled and qualified staff and that these staff work in a kind and respectful way.

#### Requirements:

##### Standard 7 Requirement (a) Met

The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.

##### Standard 7 Requirement (b) Met

Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

##### Standard 7 Requirement (c) Met

The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

##### Standard 7 Requirement (d) Met

The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

##### Standard 7 Requirement (e) Met

Regular assessment, monitoring and review of the performance of each member of the workforce.

### Standard 8: Organisational governance Met

#### Consumer outcome:

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

#### Organisation statement:

The organisation’s governing body is accountable for the delivery of safe and quality care and services.

#### Summary of Assessment of Standard 8:

The assessment team found the service has met the five requirements under Standard 8.

The service demonstrated that they involve consumers in the design, delivery and evaluation of care and services, providing examples of how consumers are involved and engaged on a day to day basis. These include meetings, surveys and promotion of shared decision-making processes. Consumers confirmed they are involved in care planning, delivery and evaluation and provided examples of how this occurs in practice.

The governing body meets regularly, sets expectations for the service and regularly reviews risks from the service and consumer perspective. Governance systems support effective information management, workforce, compliance with regulations and clinical care.

The service has a continuous improvement program which drives the quality system and involves all stakeholders. The clinical governance framework addresses anti-microbial stewardship and aims to minimises the use of restraint. The governing body is reviewing open disclosure processes. Staff interviewed understood these concepts and could explain how they were applied in practice.

#### Requirements:

##### Standard 8 Requirement (a) Met

Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

##### Standard 8 Requirement (b) Met

The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

##### Standard 8 Requirement (c) Met

Effective organisation wide governance systems relating to the following:  
i) information management  
ii) continuous improvement  
iii) financial governance  
iv) workforce governance, including the assignment of clear responsibilities and accountabilities  
v) regulatory compliance  
vi) feedback and complaints

##### Standard 8 Requirement (d) Met

Effective risk management systems and practices, including but not limited to the following:  
i) managing high-impact or high-prevalence risks associated with the care of consumers  
ii) identifying and responding to abuse and neglect of consumers  
iii) supporting consumers to live the best life they can

##### Standard 8 Requirement (e) Met

Where clinical care is provided - a clinical governance framework, including but not limited to the following:   
i) antimicrobial stewardship   
ii) minimising the use of restraint  
iii) open disclosure